

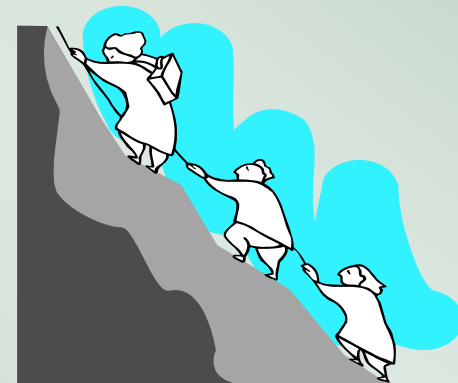
# **Challenges and Opportunities of Community Indicators-Performance Measures Integration**

**ASPA Conference 2012**

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## Goal & Agenda

- Advance understanding of how CI-PM integration is being achieved
- Roundtable format
  - Brief background
  - Key questions



# **What is CI-PM Integration?**

## **Community identifies & tracks priorities**

Participatory process

Measure via indicators

## **Government/Agencies measure program performance**

Establish goals, targets and measures

Monitor and align

## **Linked or integrated**

Planning, engagement and reporting (transparency & accountability)

## How Does It Work in Albuquerque, NM?

- **Albuquerque, New Mexico**
  - **Strategic Management System**
    - ◆ Community Indicators
    - ◆ Performance Plans
    - ◆ Employee Work Plans
  - **Citizen driven process for developing community indicators**
    - ◆ identifies broad community goals and desired community conditions (DCCs)
  - **Effort led by the Indicators Progress Commission**
  - **City government departments align their programs to the community goals and DCCs through program strategies—action oriented groupings of resources and activities**

## How Does It Work in Washoe County, NV?

- **Truckee Meadows Tomorrow (TMT) - grassroots nonprofit**
  - Citizen-driven CIs measuring quality of life 👍 or 👎 since 1993
  - Actionable TMT programs for community improvement
- **Washoe County, Nevada**
  - Board of County Commissioners sets strategic priorities using TMT monitored CIs
  - Departments use CIs to identify outcomes in measurable, auditable terms
  - Management uses CIs in setting annual objectives & PMs
  - Budgets developed to meet annual performance targets
  - Mgt monitors PMs, adjusts resources & report performance
  - TMT uses county PMs in tracking CI measures over time

## **Challenges & Opportunities?**

- **How to engage the community?**
- **What is the relationship to budgeting?**
- **How is governance impacted?**
- **What does reporting look like?**
- **What are the lessons learned?**
- **How to sustain CI-PM integration?**

# Your Questions/Comments



## Where Can I Get More Information?

- Albuquerque Progress Report: [cabq.gov/progress](http://cabq.gov/progress)
- Children's Services Council of Broward Co.:  
[www2.cscbroward.org](http://www2.cscbroward.org)
- King County: [kingcounty.gov/exec/PSB/CountyStratPlan](http://kingcounty.gov/exec/PSB/CountyStratPlan)  
[kingcounty.gov/operations/auditor/performance\\_management](http://kingcounty.gov/operations/auditor/performance_management)
- South Australia's Strategic Plan: [sapan.org.au](http://sapan.org.au)
- Virginia Performs: [vaperforms.virginia.gov](http://vaperforms.virginia.gov)
- Truckee Meadows Tomorrow: [truckeemeadowstomorrow.org](http://truckeemeadowstomorrow.org)



## Where Can I Get More Information?

- **CI-PM Real Stories:**  
<http://www.communityindicators.net/communities-of-practice,ci-pm-integration,real-stories>
- **CI-PM Award Winners:**  
<http://www.communityindicators.net/communities-of-practice,ci-pm-integration,ci-pm-awards>
- **CI-PM Webinars:**  
<http://www.communityindicators.net/events,cic-webinars-archive>
- **CIC Website:** [communityindicators.net/communities-of-practice,ci-pm-integration](http://www.communityindicators.net/communities-of-practice,ci-pm-integration)

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